



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Ryan et al., Terry S.

Serial No.: 10/056,411

Filed: 25 JANUARY 2002

For: SYSTEM AND METHOD FOR
SUPPORTING MULTIPLE CALL
CENTERS

Examiner: CHAN, Wing

Art Unit: 2643

RECEIVED

FEB 06 2004

Technology Center 2600

AMENDMENT TRANSMITTAL COVER LETTER

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Honorable Commissioner:

Enclosed please find a Response to Office Action Mailed 27 October 2003 in
Accordance with 37 C.F.R. 1.111(a) for the above referenced application. Additionally,
please find Transmittal Form (PTO/SB/21) and a return receipt postcard.

2643
7/3
D/25/04
JW

Respectfully submitted,

1/27/2004
Date

Anita S. Damian
Anita S. Damian
Reg. No. 46,056

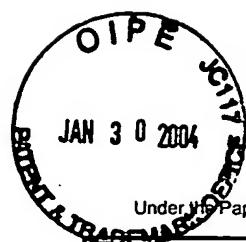
LANIER FORD SHAVER & PAYNE P.C.
Customer Number 021491
P.O. Box 2087
Huntsville, Alabama 35804-2087
Phone: (256) 535-1100
Fax: (256) 533-9322

Certificate of Mailing under 37 C.F.R. § 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first-class mail in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on January 27, 2004.

Anita S. Damian
Signature

Anita S. Damian
Printed Name of Person Signing Certificate



PTO/SB/21 (05-03)

Approved for use through 04/30/2003. OMB 0651-0031

Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i>		Application Number	10/056,411
		Filing Date	25 January 2002
		First Named Inventor	Terry S. Ryan
		Art Unit	2643
		Examiner Name	Wing F. Chan
Total Number of Pages in this Submission	1	Attorney Docket Number	00-1718.03

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavit(s)/Declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawings <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation, Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communications to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): Return Receipt Post Card Amendment Transmittal Cover Letter
REMARKS		

RECEIVED

FEB 06 2004

Technology Center 2600

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual	ANITA S. DAMIAN
Signature	
Date	January 27, 2004

CERTIFICATE OF TRANSMISSION/MAILING	
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:	
Typed or printed name	ANITA S. DAMIAN
Signature	
Date	JANUARY 27, 2004

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and CFR 1.14. This form is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.



Attorney Docket No. 00-1718.03

#7

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Ryan et al., Terry S.

Serial No.: 10/056,411

Filed: 25 JANUARY 2002

For: SYSTEM AND METHOD FOR
SUPPORTING MULTIPLE CALL
CENTERS

)
Examiner: CHAN, Wing F.

)
Art Unit: 2643

RECEIVED

FEB 06 2004

Technology Center 2600

RESPONSE TO OFFICE ACTION MAILED 27 OCTOBER 2003
IN ACCORDANCE WITH 37 C.F.R. 1.111(a)

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Honorable Commissioner:

Pursuant to 37 C.F.R. § 1.111(a), Applicant respectfully requests reconsideration and allowance of the subject application, based on the following amendments and comments. The present amendment in response to an Office Action mailed October 27, 2003, is submitted in compliance with the revised format for making amendments as set forth in 37 C.F.R. § 1.121.